



9-1-1 EMERGENCY RESPONSE Private Phone Systems Incompatibility

King County

The Enhanced 9-1-1 System has been operating in King County since September 4, 1985. All local telephones in King County, including coin phones, are included in the system. About 2 million calls per year are routed through 9-1-1. The system provides many benefits to citizens who need an emergency response from police, fire, or emergency medical personnel.

POLICE ▪ FIRE ▪ EMERGENCY MEDICAL



THE PROBLEM

Private telephone systems, such as PBXs, do not interface to the Enhanced 9-1-1 system in many cases. Citizens served by these telephone systems may be denied the benefits of the Enhanced 9-1-1 system, such as the automatic location and number identification and selective routing features. When a 9-1-1 call is made from a telephone connected to a private telephone system, the location information which is displayed at the 9-1-1 communications center may not be correct. In some cases, the address which is displayed is the address where the telephone switch is located, not the location of the 9-1-1 caller. In addition to the incorrect display of location information, the 9-1-1 call may not be routed to the appropriate 9-1-1 communications center as a result of the incorrect address. Especially in situations where the caller is unable to communicate and give their location, responses to these 9-1-1 calls may be delayed, or not possible.



THE SOLUTION

There are currently no national standards which address the incompatibility issues between private telephone systems and Enhanced 9-1-1 systems. In an effort to work towards the resolution of this issue, the Washington State Legislature passed Substitute Senate Bill 5089 in 1995, and this bill was signed into law. The bill requires private telephone systems, which serve citizens in settings where risks are highest, to interface to the Enhanced 9-1-1 system by providing a call back telephone number and correct location information. The areas which are covered by this legislation are: residences served by shared telecommunications service providers; common and public schools; and some settings where multiple unaffiliated businesses are served by a commercial shared telecommunications service provider from a single switch. In these cases, Enhanced 9-1-1 compatibility was required by January 1, 1997.

In addition to this legislation, all local exchange companies offering service in the State of Washington are required to provide the capability of interfacing private telephone systems to 9-1-1. Technical solutions have been developed which make this interface possible. Private telephone system owners should contact their local exchange company and their switch vendor for information. Even though only certain types of private telephone systems are currently required to interface to Enhanced 9-1-1 systems, all private telephone system owners and users should be aware of the incompatibility issue and of the potential delay in 9-1-1 responses this situation creates.

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RESIDENTIAL CUSTOMERS

■ All shared telecommunications service providers serving customers who reside in Uniform Building Code Occupancy Group Classification R-1 must assure that their telecommunications system is connected to the public switched network, such that calls to 9-1-1 result in accurate Automatic Location Identification for each residential unit.

■ The residential customers included in this classification are persons living in single-family or multi-family dwellings (e.g., condominiums, apartment buildings and complexes, retirement and nursing homes, and dormitories). Persons detained in jails and persons who are temporarily hospitalized are not included in this classification.

■ The minimum information requirements for Automatic Location Identification for these residential customers are:

- 1. Customer Name**
- 2. Street Address and City**
- 3. Dwelling Unit Identifier***
- 4. Call Back Telephone Number**

*Defined as Room number or Apartment number.

■ Also included in this classification are residential customers in congregate residences, hotels and motels. The minimum information requirements for Automatic Location for congregate residences are:

■ The minimum information requirements for Automatic Location Identification for congregate residence are:

- 1. Customer Name**
- 2. Street Address and City**
- 3. Building Unit Identifier***
- 4. Call Back Telephone Number**

*In lieu of Building Unit Identifier, it is also acceptable for specific location information to be supplied by a knowledgeable designated individual(s), such as Hotel Security, who is automatically simultaneously connected with the caller and the 9-1-1 communications center.



COMMON AND PUBLIC SCHOOLS

■ All common and public schools as defined in RCW 28A.150.010 and .020 must provide persons using school facilities direct access to telephones that are connected to the public switched network such that calls to 9-1-1 result in accurate Automatic Location Identification for each telephone during all times when the school facility is in use. Schools are not required to modify or replace their existing telephone system. This requirement could be met by installing pay phones or single-line phones in areas that are always accessible to persons using school facilities. However, any school district acquiring a private telephone system that connects to the public switched network after January 1, 1997 must assure that the telephone system connects to the public switched network such that calls to 9-1-1 result in accurate Automatic Location Identification for each telephone.

■ The minimum information requirements for Automatic Location Identification for common and public schools are:

- 1. Individual School Name**
- 2. Street Address and City**
- 3. Building Unit Identifier* or specific Location Information**
- 4. Call Back Telephone Number**

*Defined as Room Number or equivalent designation of a specific portion of a structure.

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MULTIPLE UNAFFILIATED BUSINESSES

■ Any commercial shared telecommunications service provider of private shared telecommunications services for hire or resale to multiple unaffiliated business users from a single system must assure that the system is connected to the public switched network such that calls to 9-1-1 result in accurate Automatic Location Identification for each telephone. This requirement only applies to providers of service to businesses containing a physical area exceeding 25,000 square feet, or businesses on more than one floor of a building or in multiple buildings. This requirement does not apply to a business that owns a private telephone switch which serves only their own business or affiliated businesses.

■ The minimum information requirements for Automatic Location Identification for multiple unaffiliated businesses are:

1. Business Name

2. Street Address and City

3. Building Unit Identifier* or specific Location Information

4. Call Back Telephone Number

*Defined as Room Number or equivalent designation of a specific portion of a structure.



VOLUNTARY COMPLIANCE

■ Other private telephone systems that are not included in the above definitions as being required to interface to Enhanced 9-1-1 systems may obtain a Certification of Voluntary Compliance.

■ The minimum information requirements for Automatic Location Identification for Voluntary Compliance:

1. Business or Agency Name

2. Street Address and City

3. Building Unit Identifier* or specific Location Information

4. Call Back Telephone Number

*Defined as Room Number or equivalent designation of a specific portion of a structure.



ENFORCEMENT AUTHORITY

■ The State of Washington has passed the authority to approve the adequacy of Automatic Location Information from private telephone systems to Fire Chiefs within cities and the County Fire Marshal, or their designee, for unincorporated areas. When the Automatic Location Information is determined to be noncompliant, these authorities are directed to issue a determination of noncompliance to the telephone system owner. Fines or penalties for non-compliance are recommended to be \$100 per day per telephone system until compliance is met.



NON-EMERGENCY TELEPHONE NUMBERS – Police

Algona 253-833-2743
Auburn 253-931-3080
Beaux Arts 425-454-8580
Bellevue 425-452-6917
Black Diamond 253-631-1012
Bothell 425-486-1254
Burien 206-296-3311
Carnation 425-333-4190
Clyde Hill 425-454-7187
Covington 206-296-3311
Des Moines 206-878-3301
Duvall 425-788-1519
Enumclaw 360-825-3505
Federal Way 253-661-4600

Hunts Point 425-454-1332
Issaquah 425-837-3200
Kent 253-856-5800
Kirkland 425-828-1183
Lake Forest Park 206-364-8216
Maple Valley 206-296-3311
Medina 425-454-1332
Mercer Island 206-236-3500
Newcastle 425-235-2600
Normandy Park 206-248-7600
North Bend 425-888-4433
Pacific 253-833-8486
Port of Seattle 206-431-3490
Redmond 425-556-2500

Renton 425-235-2600
SeaTac 206-296-3311
Seattle 206-625-5011
Sheriff, King County 206-296-3311
Shoreline 206-296-3311
Skykomish 206-296-3311
Snoqualmie 425-888-3333
Tukwila 206-433-1808
Unincorporated King County
King Co. Police 206-296-3311
University of WA 206-543-9331
WA State Patrol 425-649-4370
Woodinville 206-296-3311
Yarrow Point 425-454-7187

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NON-EMERGENCY TELEPHONE NUMBERS – Fire

Eastside Fire & Rescue: 425-392-3433
Unincorporated Issaquah, Sammamish, Coalfield, Sunset, North Bend, Preston, Carnation

KCFD 2: 206-242-2040
Burien

KCFD 4: 206-546-5716
Shoreline

KCFD 13: 206-463-2405
Vashon

KCFD 16: 425-486-2784
Kenmore, Lake Forest Park

KCFD 17: 360-886-1229
Black Diamond

KCFD 20: 206-772-1430
Bryn Mawr, Lakeridge, Skyway

KCFD 25: 425-255-5151
Briarwood, East Renton, Hazelwood, Newport Hills

KCFD 26: 206-878-2210
DesMoines

KCFD 27: 425-222-5841
Fall City

KCFD 39: 253-839-6234
Federal Way

KCFD 40: 425-255-0931
Cascade Vista, Candlewood, Fairwood, Spring Glen

KCFD 43: 425-432-0200
Maple Valley

KCFD 44: 253-735-0284
East Auburn

KCFD 46: 253-833-7284
S.E. Auburn

KCFD 47: 360-886-1915
Kangley, Kanaskat, Palmer

KCFD 50: 360-677-2686
Skykomish, Stevens Pass

KCFD 51: 425-434-6333
Snoqualmie Pass

Algona, Auburn 253-931-3060

Bellevue, Beaux Arts, Clyde Hill, Hunts Point, Medina, Newcastle, Yarrow Point 425-452-6892

Bothell 425-486-1678

Duvall & Surrounding Areas 425-788-1625

Enumclaw & Surrounding Areas 360-825-5544

Issaquah 425-837-3130

Kent & East Kent 253-856-4300

Kirkland, Juanita, Rose Hill 425-828-1143

Mercer Island 206-236-3600

North Bend & Surrounding Area 425-888-0242

North Highline 206-243-0330

Pacific 253-833-7928

Port of Seattle 206-433-5327

Redmond & East Redmond 425-556-2200

Renton 425-235-2643

SeaTac 206-824-2726

Seattle 206-386-1400

Snoqualmie & East Snoqualmie 425-888-1551

Tukwila 206-575-4404

Woodinville 425-483-2131



King County

Department of Executive Services
Office of Emergency Management

E-911 Program Office

206-296-3910 TTY Relay: 711

http://www.metrokc.gov/prepare/E911/e911_pubed.aspx